

Service Agreement Terms and Conditions

1. **Artemis Pet Care YYC** agrees to provide pet sitting, dog walking and other applicable pet care services in a reliable, caring and trustworthy manner. In consideration of the services and as an express condition thereof, the client expressly waives and releases **Artemis Pet Care YYC** from any and all claims against the company, its owners, employees and representatives, except those arising from negligence or willful misconduct on the part of **Artemis Pet Care YYC**.
2. Client agrees to notify **Artemis Pet Care YYC** of any concerns within 24 hours of completion of services.
3. Client agrees to pay all charges accrued for services rendered. Client understands that payment is due at or prior to the time of the commencement of services unless explicitly agreed upon supplementary payment terms.
4. Client will incur a \$25 charge for each returned check in addition to any and all bank fees attributed to the returned check.
5. **Artemis Pet Care YYC** shall exercise all precautions against sickness, injury, escape, loss, accidents or death of Client's pet(s). **Artemis Pet Care YYC** is not responsible for sickness, injury, escape, loss accidents or death of Client's pet(s) unless caused through negligence or willful misconduct on the part of **Artemis Pet Care YYC**.
6. Client represents and warrants that their pet(s) are vaccinated in accordance with all local, state, and federal laws and regulations. In cases where a pet is not up to date on vaccinations, this has been clearly disclosed and communicated to **Artemis Pet Care YYC**.
7. **Veterinary Care Authorization** – **Artemis Pet Care YYC** will follow the directions outlined in the **Veterinary Release Form** in the event a pet becomes injured or sick. By signing this agreement, the **client confirms they have completed the required emergency care field** with their maximum spending limit and treatment instructions, and understands that **Artemis Pet Care YYC** will act in accordance with those instructions if they cannot be reached.
8. Client accepts responsibility for all medical expenses and other damages resulting from an injury to the Pet Sitter, other persons or other animal(s) caused by the Client's pet(s) or negligent act.
9. **Liability for Pet or Client Actions** – The client agrees to take full responsibility if their pet or any negligent action on their part causes injury, property damage, or other loss to any person. The client also agrees to protect, defend, and cover any costs or legal claims made against **Artemis Pet Care YYC** as a result.
10. **Artemis Pet Care YYC** reserves the right to terminate this contract at any time if the Pet Sitter, in his/her sole discretion, determines that the Client's pet(s) poses a danger to the health or safety of itself, other pets, other people or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, **Artemis Pet Care**

YYC will attempt to contact the Client to arrange alternative care. If the Client cannot be contacted, the Client authorizes **Artemis Pet Care YYC** to place the pet in a licensed kennel with all charges and fees arising to be the responsibility of the Client.

11. **Artemis Pet Care YYC** reserves the right to refuse service to any client, at any time, for any reason.
12. This document gives **Artemis Pet Care YYC** and its representatives authorization to enter the Client's listed address as needed to perform agreed upon services.
13. Client expressly gives **Artemis Pet Care YYC** the authority to employ a locksmith on their behalf and to promptly reimburse **Artemis Pet Care YYC** for all costs incurred in the event of a malfunction of the lock, keys or automatic door opener.
14. **Artemis Pet Care YYC** is not liable for any loss or damage resulting from burglary or other crimes that occur while services are being provided under this contract.
15. Client agrees to properly secure the home prior to leaving the premises. **Artemis Pet Care YYC** will re-secure the home to the best of its ability at the end of each visit.
16. In the case of an emergency, inclement weather or a natural disaster, the Client authorizes **Artemis Pet Care YYC** to use reasonable judgment for the care and well being of Client's pet(s) and residence. **Artemis Pet Care YYC** will make reasonable efforts to maintain service during these conditions but reserves the right to adjust the schedule of service based on the sole discretion of the Pet Sitter.
17. **Artemis Pet Care YYC** is not responsible for any damages beyond the control of the Pet Sitter.
18. Client is responsible for supplying the necessary equipment and supplies needed for the care of their pet(s) including, but not limited to, a sturdy, well-fit harness or collar and leash for walks or in case of emergencies, pet food, medications, identification tags, litter boxes, cat litter and cleaning supplies. Client authorizes any purchase necessary for the satisfactory performance of duties. Costs of all purchases and related service fees will be reimbursed to **Artemis Pet Care YYC** within 14 days.
19. Client authorizes this contract to be valid approval for services so as to permit **Artemis Pet Care YYC** to accept all future in person, telephone, online, mail or email reservations and provide services without additional signed contracts or written authorizations.
20. The Term of this document applies to all pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed.

By agreeing to this document, I acknowledge that I have read, understand, and accept all terms as a binding contractual agreement.